

Online Check Deposit User Manual



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ADMINISTRATOR(S).**

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Getting Started

Online Check Deposit Service

Online Check Deposit is a depository service that allows you to create check image files that can be electronically transmitted to SunTrust for deposit. The service allows you to make multiple deposits per account per day. Payments received in the afternoon, which normally would have to be delivered for deposit the next day, can be transmitted to SunTrust for same-day credit. The service allows you to capture images of remittance coupons for reconciliation of your deposits. The service may not be used to deposit ineligible items. A list of items that are eligible and ineligible for transmission via the service is provided in this manual.

Imaged check transactions received by SunTrust before **10:30 p.m. ET** are deposited to your account the same business day. Deposits received after the deadline will be considered deposited on the next business day. Deposits submitted on a Saturday, Sunday or holiday will be considered deposited on the next business day following the weekend or holiday.

The service may not be used outside of the United States, US territories, US military bases or US Embassies.

We are not liable for any delays or errors in transmission of the images or associated information. If the service is not available, you must make your deposits by another method, such as an in-person deposit at one of our branches or a deposit by mail. If you must make a deposit by other means due to service being unavailable you should deposit only checks and should retain in your possession the other documents you would normally scan with an Online Check Deposit deposit.

We will make funds for each substitute check or electronic item that we process for deposit to your account available to you under the same schedule that would have applied if you had deposited the original paper check to your account.

Training Sessions for Online Check Deposit Application

A specialist from the SunTrust Technical Services Group will facilitate a training session for the Online Check Deposit application. We recommend that all users attend at least one session for their applicable role. Webinar training sessions are available to all users on each business day at:

- 11:00 am ET Client Users
- 3:00 pm ET Client Users

The conference line/webinar sessions can be accessed with:

- Toll free phone number: +1 (866) 875-5534
- Participant code: 2858215
- Live Meeting URL access:
<https://www.livemeeting.com/cc/suntrust/join?id=OCDIR&role=attend&pw=suntrust1>

If You Need Assistance

Online Check Deposit has an online help feature that provides information on screens within the application and information on how to perform tasks. You can access the online help by clicking on the Help link at the top right of each page.

You can also find client reference materials on the Online Check Deposit microsite at suntrust.com/onlinecheckresource.

Security

User ID and Password

You will need a valid user ID and password to access the Online Check Deposit application. SunTrust will assign a primary Client Security Administrator designated by your company. Your Client Security Administrator will set up users, locations, entitlements and permissions. You will receive your user ID and temporary password directly from your company's designated Client Security Administrator. You are responsible for maintaining the confidentiality of your user authorization credentials. Do not share your user ID and password with anyone.

Password guidelines are below.

	User IDs	Passwords
Length	7 – 20 characters	7 -20 characters
Requirements	1 Alpha 1 Numeric	1 Alpha 1 Numeric Must begin with Alpha character

- *A password must be at least seven characters in length.*
- *A password must contain each of these character types: upper-case alpha, lower-case alpha, and numeric.*
- *A Client Security Administrator provided password is temporary and must be changed at log in.* The system will prompt users to change their temporary password.
- *A password is valid for 60 days.* After 60 days, a user's password will expire. The system will automatically prompt users to change a password beginning 10 days before the expiration date.
- *A user is disabled after five unsuccessful login attempts.* The system will block access to any user after five failed login attempts, at which time the user must contact SunTrust Online (STOLI) at 877-785-6925, option 1.

For general questions related to your account - Please contact SunTrust Treasury Management Client Services at 866.448.6392. Representatives are available from 8:00 a.m. – 6:00 p.m. ET, Monday through Friday (except for bank holidays).

For password resets – Passwords resets may be initiated from the login page. An email will be sent to the address on file. Please contact SunTrust Technical

Services Group at 877.785.6925, option 1 if your profile is missing either an email address or a reset question. Representatives are available from 8:00 a.m. – 6:00 p.m. ET, Monday through Friday (except for bank holidays).

For technical assistance with the application or scanners – Please contact SunTrust Technical Services Group at 877.785.6925, option 3. Representatives are available from 8:00 a.m. – 6:00 p.m. ET, Monday through Friday (except for bank holidays).

Inactivity Time-Out

To ensure the security of the deposits you process, Online Check Deposit has a time-out feature. A user's session will automatically expire after 20 minutes of inactivity. When a session times out, the message *Your session has timed out due to inactivity* appears and the user is returned to the login screen. Scanned data that has not been transmitted prior to time-out is saved and will need to be transmitted when ready.

Scanner Time-Out Feature

When an Online Check Deposit Operator stops scanning for approximately 1 minute, the scanner will time-out. The Operator must click Add Items to resume scanning checks. If a scanner times out, the deposit state will remain in an Open-Processing state. You simply need to continue scanning and submit when ready.

Secure Storage for Deposited Checks

Original checks that have been imaged and deposited through Online Check Deposit must be stored in a secure place until destroyed. Please follow your company's procedures for storage of deposited checks.

Below are some recommendations for secure storage and destruction of deposited checks:

- Locate or purchase the following equipment for the Online Check Deposit service in addition to your PC, printer and scanner.
 - a secure storage facility, such as a safe or lockable cabinet for storing processed checks
 - a paper shredder or other reliable means of destroying processed checks
- Develop internal procedures your employees must follow before beginning the scanning process and after deposit processing is completed.
- Please note that SunTrust requires you to retain the originals of scanned checks in a secure storage facility for a period as designated by your company policies. However, we recommend that you store the items no less than 30 calendar days. If you choose to store beyond 30 days, we recommend that you mark the front of the item as "Previously Deposited."
- Consider developing an internal form that can be attached to batches processed on the same date to record the processed date and the destruction date for these batches.

We strongly encourage implementing control procedures for the handling of processed checks from their initial stage of placement in secure storage through the final stage of the destruction process as one of the ways to reduce risk and opportunity for fraud.

Understanding Online Check Deposit

Use of the Online Check Deposit service involves important preliminary steps in preparing your deposits, as well as steps to ensure the security of original checks, images and associated information once a deposit has been completed.

The terms and conditions in the agreement that governs your company's use of the service require that you develop internal procedures to be used in conjunction with the procedures described in this manual.

Before you begin using the service, please obtain and review your company's internal procedures to ensure that you understand the requirements and your responsibilities for use of the service.

Eligible Items Accepted

The following items are acceptable for deposit through Online Check Deposit:

- Checks denominated in U.S. currency that are drawn on financial institutions located in the U.S.
- Money Orders
- Traveler's Checks
- Cashier's Checks

Ineligible Items Not Accepted

Items not eligible for deposit through Online Check Deposit must be delivered to the bank for deposit. The following are examples of items not eligible for deposit through Online Check Deposit:

- Savings bonds
- Coupons (i.e. bond coupon, non financial remittance coupon)
- Foreign items
- Items with illegible or missing account numbers or bank routing numbers in the *Magnetic Ink Character Recognition* (MICR) line at the bottom of the check
- Items in document carriers
- Remotely created checks

Misread Information

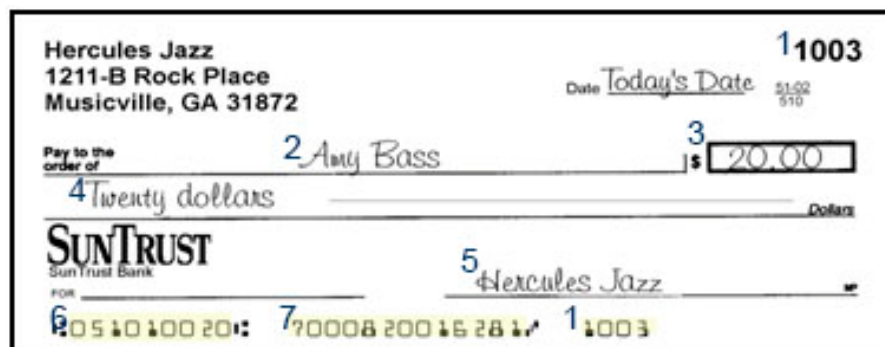
The MICR line at the bottom of a check contains the account number, bank routing number, and check number information, all of which are required by banks for check processing.

Online Check Deposit analyzes checks for the common features, including the information provided by the check's maker, which includes:

1. Check Number
2. Payee
3. Courtesy Amount
4. Legal Amount
5. Makers / Drawers Signature
6. Routing / Transit Number
7. Account Number

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An item without a MICR line or a check with MICR line information damaged beyond recognition cannot be processed through Online Check Deposit service.





When information is present, but not readable, Online Check Deposit brings this condition to your attention by displaying the warning icon ⚠ near the error field. Please see Handling Failed Image Quality for how to handle these errors.

Serious Scanner Errors

If your system has been configured to disable a check scanner when a serious error occurs, you will see a new error message. You will not be able to continue using the scanner until you contact the Technical Services Group for assistance and provide the listed scanner information.

Check Routing Symbols

The check routing symbols  and  surrounding the Routing Transit number are used to distinguish this number from the Account Number. If both symbols are missing Online Check Deposit will prompt you to remove the check from your deposit. A check with this deficiency should be taken to the branch for processing or returned to the check's maker.

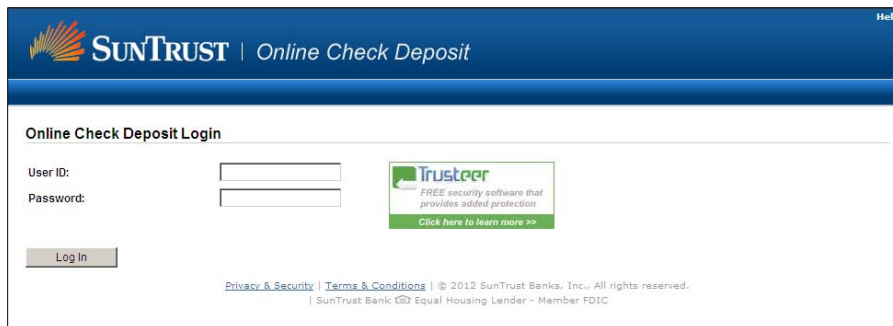
Preparing Your Deposit

Before you log in to Online Check Deposit, follow these steps for preparing your deposit.

1. Confirm that all checks being batched for imaging are acceptable for deposit through Online Check Deposit.
2. Group your checks in batches.
3. For each batch, follow these guidelines:
 - Remove any attachments, including paperclips and staples from the checks.
 - Face checks in the same direction.
 - Run a list tape to establish the expected total amount of the deposit.
 - Place the list with the batch until you are ready to scan the checks.
 - You will enter this total in a field on the Declared Amount screen in Online Check Deposit.

► Logging in to the application:

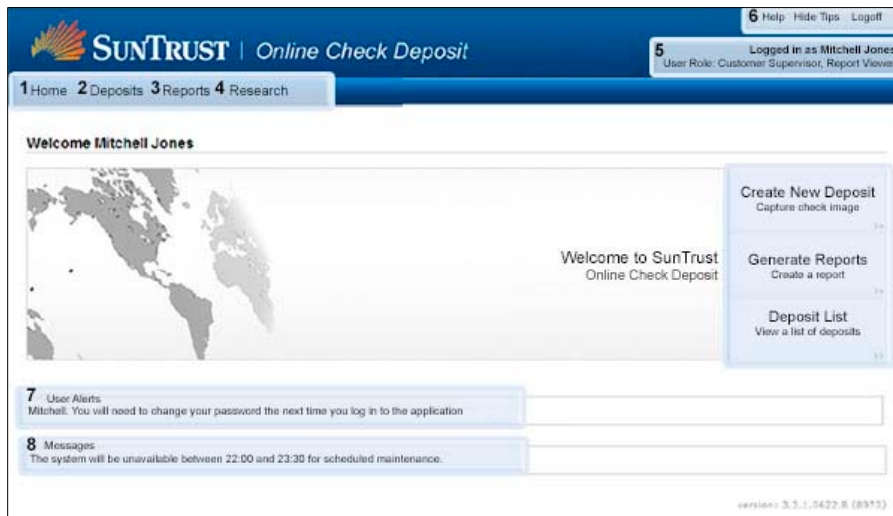
1. Access
<https://businessonlinecheckdeposit.suntrust.com/OCDSSOIntegration/ORDLogin>.
2. Enter your user ID and password in the corresponding login fields.
3. Click the **Log In** button.
The Welcome page displays.



The screenshot shows the SunTrust Online Check Deposit Login page. At the top is the SunTrust logo and the text "Online Check Deposit" with a "Help" link. Below this is the "Online Check Deposit Login" section. It contains two input fields: "User ID:" and "Password:". To the right of these fields is a Trusteer security logo with the text "FREE security software that provides added protection" and a "Click here to learn more" link. Below the input fields is a "Log In" button. At the bottom, there are links for "Privacy & Security" and "Terms & Conditions", followed by copyright information: "© 2012 SunTrust Banks, Inc., All rights reserved." and "SunTrust Bank (B) Equal Housing Lender - Member FDIC".

The Welcome Page

After you log in successfully, the Welcome page displays. From the Welcome page, you can access common deposit operations and see any messages that have been sent to you or all application users.



The screenshot shows the SunTrust Online Check Deposit Welcome page. At the top is the SunTrust logo and the text "Online Check Deposit". Below this is a navigation bar with links: "1 Home", "2 Deposits", "3 Reports", and "4 Research". To the right of the navigation bar, it says "6 Help Hide Tips Logout" and "5 Logged in as Mitchell Jones User Role: Customer Supervisor, Report Viewer". The main content area is titled "Welcome Mitchell Jones" and features a world map. To the right of the map is a sidebar with three links: "Create New Deposit Capture check image", "Generate Reports Create a report", and "Deposit List View a list of deposits". Below the map, there are two message boxes: "7 User Alerts Mitchell: You will need to change your password the next time you log in to the application" and "8 Messages The system will be unavailable between 22:00 and 23:30 for scheduled maintenance." At the bottom right, it says "version: 3.1.1.0422-B (8913)".

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You must change the temporary password provided to you by your CSA the first time you access the system.



Passwords must be seven or more characters in length and

must contain each of these character types: upper-case alpha, lower-case alpha, and numeric character

The key elements of the Welcome page:

1. **Home** – To access the Home page
2. **Deposits** – To access the deposit processing function of the application including: view a list of current deposits, edit and complete open deposits, and create new deposits.
3. **Research** – To access the Research page allowing you to query information about completed deposits or specific deposit items.
4. **Reports** – To access the Reports page allowing you to generate and view reports
5. **User Information** - This area of the page shows your user information and which user roles you have been assigned.
6. **Application Links** – To access the online help; enable or disable the application tool tips (that provide supplemental information about the application controls when you mouse over a user interface element), and log off.
7. **User Alerts** – This area of the page shows messages that were sent to you directly from your Client Security Administrator such as notices about your user account, changes made to a deposit you recently completed, or special handling instructions for a newly assigned deposit.
8. **Messages** – This area of the page shows general information that was sent to all application users such as upcoming system maintenance or scheduled downtime, or changes to deposit processing times.

Online Check Deposit Fields

Field	Description
Account	The item's account number.
Amount	The dollar amount of the item. Green indicates the deposit is in balance. Red indicates the deposit is not in balance.
Balance (\$)	Identifies whether the transaction is in balance. If the Credit Total (\$) matches the Debit Total (\$) , the Balance (\$) will be 0 and green, indicating the transaction is balanced. If the Credit Total (\$) does not match the Debit Total (\$) , the Balance (\$) will be red, indicating the transaction is not balanced. If the value is contained in brackets, the transaction credit total is less than the debit total. If the value is not in brackets, the transaction credit total is greater than the debit total.
Balancing Difference (\$)	The Declared amount (\$) for the deposit must match the Current amount (\$) . If the values match, the Balancing difference (\$) will be 0 and green. If the Declared amount (\$) does not match the Current amount (\$) , the Balancing difference (\$) will be red.
Coupon Total (\$)	The total amount recognized for the coupon item (or items) in the transaction.
Credit Total (\$)	The total current amount recognized for all credit items in the transaction.
Current Amount (\$)	The total current amount for all items in the deposit.
Debit Total (\$)	The total current amount recognized for all debit items in the transaction.
Declared Amount (\$)	The total amount entered for the deposit
Errors	Indicates whether the item contains an error. These items are identified with a warning icon. On large deposits it is sometimes difficult to see all the deposit items. You can use the filter feature to show only error items, (or to hide all errors). <ul style="list-style-type: none"> Click Show Errors to show only errors Click No Errors to hide all errors The total number of items that have errors (missing fields, misread characters, unknown items)
 All  With Errors	Allows you to filter the list of transactions to show only transactions with errors. Select the With Errors radio button to turn the filter on or select the All radio button to turn the filter off.
Items	The total number of items, scanned or virtual, in this deposit.
Item Type	The document identification applied to this item.
Post Amount (\$)	The dollar amount of the item.
Routing Transit	The item's routing transit number.
Sequence	The order in which the item was captured.
Status	The current processing state of the deposit (for example, Open- Processing or Open-Incomplete).
Tasks	Identify actions you can perform on the item
Transactions	The total number of transactions in this deposit.
(Transaction Total)	Identifies whether the transaction is in balance.

Scanner Setup

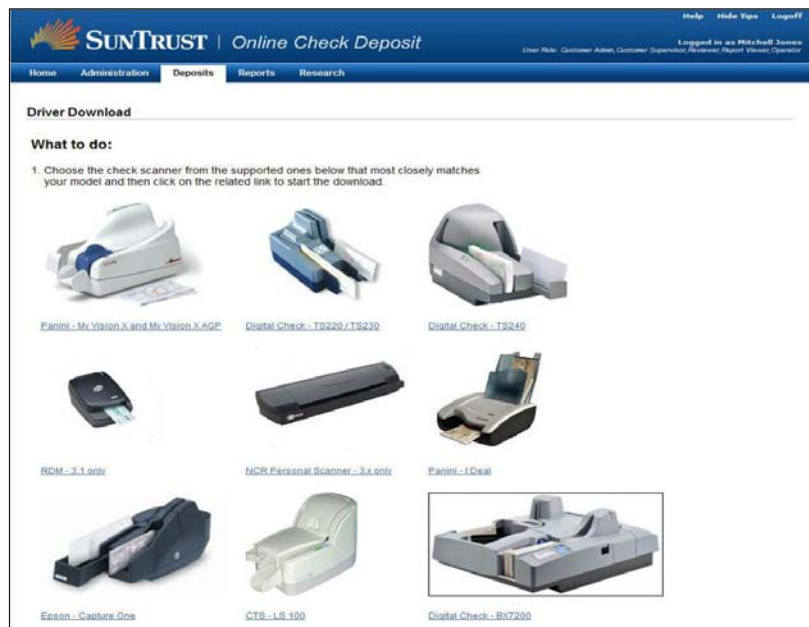
Scanners require the download and installation of drivers before they can properly interface with the Online Check Deposit application. Before installing the driver:

- Unplug your check scanner.

- Disconnect the USB connection from your check scanner to your computer.
- Verify that you are logged into your computer with administrator privileges.

► To download the scanner driver:

1. Login using a profile with deposit privileges.
2. Click Deposits.
The Driver Download page displays.
3. Click the check scanner image that most closely matches your check scanner.
A file download dialog displays.
4. Click the Save button.
5. Choose a location for the driver.



If you do not have administrative privileges the system will notify you. You will receive the following message:



If the scanner download page does not load automatically, you can access the page directly by using this web address:
<https://businessonlinecheckdeposit.suntrust.com/CPWECompletion/DriverDownload.faces>

► To install the scanner driver:

1. Double-click the scanner driver installation file.
2. Click the Run button and follow the instructions to install the driver.
3. Connect the scanner to the computer using the scanner USB cable.
4. Plug the scanner into the AC outlet

Scanner Guidelines

- Turn on the scanner.
- Connect the scanner in accordance with the manufacturer's guidelines.

Deposits

Creating deposits, scanning deposit items, and making any corrections and changes to deposit information and deposit items required to complete a deposit are the principle Operator activities in the Online Deposit Application. Deposit processing activities are accessed from the **Deposits** tab.

Deposit Types

The Online Check Deposit application supports processing the following deposit types:

- Simple deposit –
 - 1 transaction
 - 1 or more checks
 - 1 deposit slip, virtual only
- Remittance deposit –
 - 1 or more transactions
 - 1 or more checks.
 - 1 or more coupons
 - 1 or more deposit slip, virtual only

► To create a new deposit:

From the Welcome page

1. Click Create New Deposit.
The New Deposit page displays.
2. Select the location:
 - Use the Find Locations link to search for a location *if you have many locations*. Use the Find Account link to search for an account *if you have multiple accounts*.
 - Use Ad hoc for locations that have not been defined in the application. A numeric designation (up to 10 numbers) may be used in the Serial Field to define an ad hoc location. The Serial Field will not overwrite a defined location number.
3. Enter the deposit information in all required fields (required fields are identified with an asterisk *)
4. Scan the deposit items.

Scanning Deposit Items

Once you have entered all required information for the new deposit, you are ready to scan your deposit items.

Preparing Items for Scanning

To minimize the likelihood of jams and to decrease manual re-sequencing of captured items, complete the following steps to prepare your items for scanning:

- Remove any staples or paper clips and items that are torn or have bent corners
- Arrange and sequence all deposit items. Ensure that the bottom and leading edges of all items are aligned and facing in the same direction. As a general rule, place a payment coupons first, followed by check(s). If the

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Do not physically endorse the back of each item. The application will place a virtual endorsement on each check.

The screenshot shows the 'New Deposit' form in the SunTrust Online Check Deposit application. The form is titled 'New Deposit' with a sub-header '(Customer: Hotel)'. It contains several fields for deposit information:

- Location:** A dropdown menu with 'ad hoc' selected.
- Account number:** A dropdown menu with '*****8889 - ju' selected.
- Routing transit number:** A text field containing '510001751'.
- Deposit type:** Radio buttons for 'Simple' (selected) and 'Remittance'.
- Clearing channel:** Radio buttons for 'Image' (selected) and 'Image'.
- Company name:** A dropdown menu.
- Comment Field:** Two empty text fields.
- Serial Number:** An empty text field.
- Number of items (inc. deposit):** A text field containing '0'.
- Declared amount (\$):** An empty text field.

At the bottom of the form are two buttons: 'Start Capture' and 'Cancel'.

deposit includes multiple transactions, repeat the same order for each transaction within the deposit.

- Load the deposit items into the check scanner according to the guidelines for your scanner.

Scanning Items

► To scan deposit items:

1. Click the Start Capture button.
The Deposit Item List page displays.

The screenshot shows the SunTrust Online Check Deposit interface. At the top, there's a header with the SunTrust logo and navigation links: Home, Administration, Deposits, Reports, and Research. The user is logged in as Mitchell Jones. The main section is titled "Deposit Item List - 000007" with a customer note: "(Customer: Pizza House, Location: 326 Douglas Avenue, Acworth, GA)". Below this, there's a "Deposit Information (Open-Incomplete)" section with fields for "Declared amount (\$): 29,646.20", "Current amount (\$): 29,646.20", and "Balancing difference (\$): 0.00". There are buttons for "Save", "Assign Deposit", "Edit Deposit", and "Delete Deposit". A table titled "Scanned Items (6)" lists the following items:

Errors	Tasks	Item Type	Post Amount (\$)	Sequence	Account	Routing Transit
		Virtual Credit Item	29,646.20		0000245678923	510001751
		Business Check	3,223.28	1	1000012345678	061119451
		Business Check	4,334.38	2	1000012345678	061119451
		Business Check	5,502.00	3	1000012345678	061119451
		Business Check	8,400.98	4	1000012345678	061119451
		Business Check	8,185.56	5	1000012345678	061119451

At the bottom, there are buttons for "Complete", "Add Items", "Report View", and "Return to Deposit List". The version number "3.3.1.0625.F (8962)" is displayed at the bottom right.

Responding to Scanner Errors

A variety of issues (for example, a scanner jam or item double feed) can cause scanning to stop and require attention. A message displays indicating that a problem has occurred.

Note: If your system has been configured with multi-feed override settings, you will see a scanner error message when a suspected multi-feed occurs during processing.

- If the multi-feed was caused by a carrier document, click the **Yes** and resume scanning.
- If the multi-feed was not caused by a carrier document, click the **No** button to perform the transport recovery steps outlined below.

► To recover from a scanner error:

1. Click the **Recover** button.
The system displays the error reason.
2. Empty the hopper of any items, then straighten and separate the items.
3. Reorder the items according to the directions in the message, then place the items back into the hopper.
4. Click the **Restart Scanner** button.
The system returns to the Deposit Item List page and resumes scanning.

Correcting a Deposit

Once you have scanned all deposit items, you are ready to review the deposit and make any necessary corrections to the deposit or deposit items.

Identifying Required Corrections

Typically, correcting a deposit involves clicking all items marked with warning (⚠) icons to correct any errors, supplying missing information, and making any additional changes required to bring the deposit into balance.

For each deposit item requiring attention, click the item to display the Edit Item pop-up.

Once you have made all required corrections to the deposit items and deposit information, the **Complete** button will be visible and green, allowing you to send the deposit to SunTrust.

Important: Talk to the Technical Services Group if you are unsure of the steps you must perform. SunTrust Technical Services Group at 877.785.6925, option 3. Representatives are available from 8:00 a.m. – 6:00 p.m. ET, Monday through Friday (except for bank holidays).

SUNTRUST | Online Check Deposit

Help Hide Tips Logoff

Logged in as John Marks
User Role: Customer Admin, Customer Supervisor, Customer Operator, Reviewer, Operator

Home Administration Deposits Reports Research

Deposit Item List - 000061
(Customer: Pizza House, Location: 326 Douglas Avenue, Acworth, GA)

Item 6 has been deleted.

Deposit Information (Open-Processing)

Declared amount (\$): 1.00 Save Current amount (\$): 50.01 Balancing difference (\$): (49.01)

Assign Deposit Edit Deposit Delete Deposit

Scanned Items (6)

Errors	Tasks	Item Type	Post Amount (\$)	Sequence	Account	Routing Transit
		Virtual Credit Item	1.00		0000245678923	510001751
		Personal Check	20.01	1	0987654321	061000104
		Personal Check	10.00	2	1234567890	061000104
		Personal Check	10.00	3	1234567890	061000104
⚠		-- Unknown --	0.00	4		
⚠		Personal Check	10.00	5	1234567890	061000104

< Previous 1 Next > 5 10 20 50 Showing: 1 - 6 of 6

Complete Add Items Return to Deposit List

version: 3.3.1.0629.F (8962)

Once you determine what corrections you will need to make, you can perform the following actions from this page:

- Click the warning icon for any flagged items.
- Enter a new deposit value, then click the **Save** button to change the deposit amount.
- Click the **Edit Deposit** button to view or modify the deposit details.
- Click the **Delete Deposit** button to cancel and remove a deposit (with a deposit status of Open-Incomplete).
- Click the Edit icon next to an item in the Scanned Items list to see details about that item and edit the item.
- Click the **Report View** button to view a printable summary report of the deposit and deposit details.
- Click the **Add Items** button to scan additional items for this deposit.
- Click the **Complete** button to finish the deposit (You can only click this button if it is green; if it is red, the deposit is not ready to be completed).

- Click the **Return to Deposit List** button to exit the deposit without completing it.
- Click the Virtual Credit icon to display the virtual credit item for the deposit.
- Click the Edit Transaction icon to display the transaction items in the Transaction Details list.
- Click the Delete Transaction icon (or **Delete Transaction** button) to remove the transaction (and all items in the transaction) from the deposit.
- Click the Edit icon next to an item in the Transaction Details list to see details about that item.
- Move deposit items within transactions or between transactions.
- Click the **Find Errors** button to display the first error in the selected transaction. Once you correct the first error, click the button again to locate the next error. (The next error will only be found when the first error is corrected.)
- Click the **Start Capture** button to scan additional transactions or items for this deposit.
- Click the **End Capture** button to signal to the application that you have finished adding items to the deposit.
- Click the **Report View** button to view a printable summary report of the deposit and deposit details.
- Click the **Complete** button to finish the deposit (You can only click this button if it is green; if it is red, the deposit is not ready to be completed.)
- Click the **Re-Open Deposit** button to open a completed deposit to add items or make data corrections. Click the **Return to Deposit List** button to exit the deposit without completing it.

Edit Item - 10

Confirm Amount

Personal Check

10/25/2012

Pay to the order of DEF Company \$ 20.01

SUNTRUST ACH RT 061000104

For 0610001040987654321 888806

061000104 Routing Transit 0987654321 Account 888806 T/C 0.00 Amount (\$)

Item Options

Select Add A Permanent Hotlist Rule (affects all Items)

6 of 6 Delete Next Error View History Save Cancel

Editing Item Details

When you edit an item within a deposit, the Edit Item pop-up displays, showing the front image and current field results for the selected item.

- You may be allowed to change the item type (personal check, etc.).
See *Handling Unknown Items/Reclassifying Items* for details.

- You may be required to enter valid data for fields, including a non-zero amount. See *Completing Field Data* for details.
- You may be required to enter valid data for defined optional fields. See *Completing Custom Field Data* for details.
- You may need to resolve duplicate items. See *Handling Duplicate Items* for details.
- You may need to resolve image quality errors. See *Handling Failed Image Quality Items* for details.

While correcting items on the Edit Item pop-up, you can manipulate your view of the current item, and other deposit items, in a number of ways:

- You can rotate the image, as well as zoom into specific portions of the image. The image controls in the upper-right corner of the window have hover-help tips to help you identify them. See *Manipulating Image Views* for details.
- You can navigate directly between items in the transaction or deposit using the arrow keys in the bottom-left of the page.
- You can view the remittance coupon associated with the current remittance debit item by hovering your mouse over one of the thumbnails on the right side of the Edit Item window to view that coupon image full-size.
- If validation or balancing is enabled, you can click the **Next Error** button to go to the first deposit item with an error. If you open an item with an error, you must correct that error before you can go to the next item with an error.

If you wish to make changes to a single item, click the **Save** button to accept your changes and close the Edit Item pop-up. (You can also click the **Cancel** button to abandon your changes.)

Balancing a Deposit

The Online Check Deposit system requires that the check total match the declared amount before a deposit can be submitted to SunTrust. In the application, the Declared amount (\$) must equal the Current amount (\$). Your company can decide to require remittance coupons to balance to checks or not.

For a simple deposit to be considered balanced, the Declared amount (\$) for the deposit must match the Current amount (\$). If the values match, the Balancing difference (\$) value in the top-right of the Deposit Item List page will be 0 and green, indicating the deposit is balanced. For a remittance deposit each transaction within the deposit must be in balance, as well as the overall deposit.

If the Declared amount (\$) does not match the Current amount (\$), the Balancing difference (\$) will be red, indicating the deposit is not balanced. If the value is contained in brackets, the declared deposit amount is less than the total value of the deposit items. If the value is not in brackets, the declared deposit amount is greater than the total value of the deposit items.

To balance the deposit, you must make changes to either the declared deposit amount or to individual deposit item amounts. You can make changes to the declared amount by entering a new deposit value in the Declared amount (\$) field and clicking the Save button.

To balance transactions, you must make changes to individual deposit item amounts.

Changing the Declared Deposit Amount

If you need to change the declared deposit amount (for example, you added additional items after creating the deposit) you can enter a new value.

► To change the declared amount:

From the Deposit Item List page

1. Enter a new value in the Declared amount (\$) field.
2. Click the Save button.

The deposit information updates to reflect your change.

Editing Deposit Details

If you need to change any details about the deposit (for example, to change the value you entered for the number of deposit items), you can edit the deposit information you specified when you first created the deposit.

The screenshot shows the SunTrust Online Check Deposit interface. The main window is titled 'Edit Item - 4' and displays a scanned check. The check is from 'ABC Inc.' dated '9/15/2012' for the amount of '\$10.00'. The check is payable to 'SunTrust'. The interface includes a 'Deposit Item List' on the left, a 'Deposit Information' section, and a 'Scanned Items' list. The 'Edit Item - 4' window shows the check details and a 'Report View' button.

► To edit the deposit details

From the Deposit Item List page

1. Click the **Edit Deposit** button.
The Edit Deposit page displays.
2. Make any desired changes to the deposit information.
3. When you have finished making your changes, click the **Save Changes** button to save your changes and return to the Deposit Item List page.

► To add additional items to a deposit

1. Place your items in the scanner hopper.
2. From the Deposit Item List page, click the **Add Items** button (if you are processing a simple deposit) or the **Start Capture** button (if you are processing a remittance deposit).

The additional deposit items automatically feed through the scanner and are added to the current deposit, appearing in the deposit item list as they are captured.

Rearranging Deposit Items

If an item is in the wrong place in your remittance deposit (for example, items were scanned out of order), you can use the mouse to drag that item to a new location either within the Transactions list (if you want to move the item to another location in the same transaction) or the Transaction Details list (if you want to move the item to another transaction).

You can move an item within a transaction by dragging and dropping the item in the desired position. This applies to completed transactions in the current deposit, but not to a current (Open-Incomplete) transaction:

- Drag the item icon and drop it on the item below its desired location. This item appears above the item you drop it on, which means it cannot be placed on top of the first credit item.
- If you drop an item on a second (or subsequent) credit, the lower credit(s) and checks become a new transaction.
- To place an item at the end of the list, drop it on the last item (it appears above the current last item), then drag and drop the current last item over what is now the second last item.

You can also drag an item from the Transaction Details list and drop it on a different transaction in the Transactions list:

- Credit items, virtual deposit slips, will appear after any existing credits or at the top of the list if there are no credits.
- Checks (debits) will appear at the top of the existing checks.
- Unknown items will appear at the top of the list. (You should fix unknown items before you move them.)

► To delete an item from a deposit:

From the Deposit Item List page

1. Click the delete icon for the item you want to remove from the deposit.
A confirmation dialog displays.
2. Click the OK button to confirm.
The Deposit Item List page displays.

► To delete a transaction from a deposit:

From the Deposit Item List page

1. Click the delete icon for the transaction you want to remove from the deposit.
A confirmation dialog displays.
2. Click the OK button to confirm.
The Deposit Item List page displays.

► To delete a deposit:

From the Deposit Item List page

1. Click the Delete Deposit button.
A confirmation dialog displays.
2. Click the OK button to confirm the deposit deletion and return to the Deposit List page












Correcting Deposit Items

You may have to complete one or more of the following activities to correct deposit items before you can send the deposit to SunTrust.

Manipulating Image Views

When you are viewing an image on the Edit Item pop-up, you can use the image viewer controls at the top of the page to see details of the images captured for the current item.

The following image viewer controls are available:

Icon	Action	Purpose
	Zoom in	Magnifies the image
	Zoom out	Shrinks the image
	Zoom to signature	Magnifies the image's signature area
	Zoom to endorsement	Magnifies the image's endorsement area
	Zoom to Bank of First Deposit	Magnifies the image's Bank of First Deposit area
	Rotate image right	Rotates the image clockwise
	Rotate image left	Rotates the image counter-clockwise
	View front	Displays the front image of the item
	View back	Displays the rear image of the item
	Reverse video	Toggles between a regular and reverse video image
	Toggle binary and grayscale	<i>Not applicable to this release</i>

► To enter field data

From the Deposit Item List page

1. Click the Edit icon beside the item.
The Edit Item pop-up displays.
2. Correct or complete the data in any red bordered fields below the item image. Characters that are not recognized by the scanner appear as exclamation marks.
3. Click the Save button to save your changes.

Completing Custom Field Data

Custom fields are an application feature that can be assigned by your Client Security Administrator. If custom fields are enabled, you will be prompted (and may be required) to enter supplemental information about a deposit item in additional fields on the Edit Item pop-up.

Custom fields follow standard display rules, so they have a red border when they contain invalid or missing data. If you change the item's document type, any data from custom fields common to the types will be retained.

► To enter custom field data:

From the Deposit Item List page

1. Click the Edit icon beside the desired item.
The Edit Item pop-up displays.
2. Key in custom field data in any red bordered fields below the item image.
3. Correct other field errors as appropriate.

4. Click the Save button to save your changes.

Handling Unknown Items/Reclassifying Items

The application classifies items based on the data it reads from them. If data is missing from an item, or if the application is unable to interpret some of the item data, the application may classify the item as an "unknown" document type (or may classify the item incorrectly). When you see an Unknown Item message on the Edit Item pop-up, you may need to manually select the proper item type.

► To specify the correct item type for an item

From the Deposit Item List page

1. Click the Edit icon beside the item flagged as an unknown item (or the item you want to reclassify).
The Edit Item pop-up displays.
2. From the drop-down menu on the top left side of the image window, select correct item type.

Note: With validation active, choosing a new item type causes the application to re-validate all item data. If the current data is incorrect for the new item type, you must either correct missing data or choose a different item type.

3. Click the **Save** button.

Handling Duplicate Items

If, during processing, the application encounters a deposit item that matches an existing record in the Online Check Deposit database, the application will flag the deposit item as a duplicate item and require your attention.

The screenshot shows a window titled "Edit Item - 4" with a status bar indicating "Unknown item". A dropdown menu is open on the left, listing item types: "-- Unknown --", "Personal Check with Serial Nbr", "Multidash Account", "Business IRD", "Personal IRD", "Business Check" (highlighted), "Personal Check Navy Fed", "Personal Check", and "-- Unknown --". The main area displays a check image from SunTrust. The check has a date of "10/25/2012", a handwritten signature, and a dollar amount of "\$ 20.01". The check number "999999906" is visible in the top right corner. The SunTrust logo and ACH RT 081000104 are at the bottom left. The MICR line at the bottom reads "999999906 06 1000 104 0987654321". At the bottom of the window, there are buttons for "Delete", "Next Error", "View History", "Save", and "Cancel". A "5 of 6" indicator is also present.

► To respond to a duplicate item error:

From the Deposit Item List page

1. Click the Edit icon beside the item flagged as a duplicate.
The Edit Item pop-up displays.

2. Click the **Duplicate** link in the message area at the top of the page.
The Duplicate Items page displays.
3. Review the available information for both items (the current deposit item, shown in the top window, and the duplicate item record from the Online Check Deposit database, shown in the bottom window) to determine what corrective action to take:
 - You may decide that correcting incorrectly recognized codeline data would make the items unique. (Correct the codeline data after returning to the Edit Item pop-up.)
 - You may decide to delete the current item because it really is a duplicate. (Click the **Delete** button after returning to the Edit Item pop-up.)
 - You may decide to keep the current item because it really is not a duplicate and override the duplicate flag. (Click the **Override Duplicate** check box after returning to the Edit Item pop-up.)
4. Once you determine the proper action to take, click the **Return to Edit Item** button to return to the Edit Item pop-up to carry out your decision.

Handling Failed Image Quality Items

If, during processing, the application encounters a deposit item that did not pass image quality testing, the application will flag the deposit item with a failed image quality error and require your attention.

► To respond to a failed image quality error:

From the Deposit Item List page

1. Click the Edit icon beside the item flagged with a failed image quality error.
The Edit Item pop-up displays.
2. Click the **Failed Image Quality** link in the message area at the top of the page.
The Image Quality page displays the captured item images and the status of the image quality tests for the current item. When this page first appears, the image displayed is the first image that failed a configured quality test.
3. Examine the images to verify that the document was scanned correctly.
If you see that the document was reversed, upside down, or folded you can delete the item and scan it again.
 - To toggle between front and rear views of the item, click the **Back/Front** button.
 - To toggle between binary (black and white) and grayscale, select an option from the drop-down menu.
4. View the test results below the image. The test name, result, type, and value columns provide details to help you determine what corrective action to take:
 - You may decide the image quality of the current item is unacceptable, and delete the item and scan it again. (Click the **Delete** button after returning to the Edit Item pop-up.)
 - You may decide to keep the current item and override the image quality error flag. (Click the **Override Image Quality** check box after returning to the Edit Item pop-up.)
5. Once you determine the proper action to take, click the **Return to Edit Item** button to return to the Edit Item pop-up to carry out your decision.

Completing a Deposit

Once you have made all required corrections to the deposit and deposit items, you can complete the deposit and send it to SunTrust for additional processing.

Before you can complete a deposit, make sure:

- No warning icons remain for any items or transactions within the deposit – you have made all required corrections to the deposit and the items within the deposit.
- The **Complete** button must be green – a red button indicates that the deposit is not ready to be completed and still requires your attention.

The screenshot displays the SunTrust Online Check Deposit interface. At the top, the SunTrust logo and "Online Check Deposit" title are visible. The user is logged in as John Marks with roles: Customer Admin, Customer Supervisor, Customer Operator, Reviewer, Operator. The navigation bar includes Home, Administration, Deposits (selected), Reports, and Research.

The main section is titled "Deposit Item List - 000061" for Customer: Pizza House, Location: 326 Douglas Avenue, Acworth, GA. Below this, the "Deposit Information (Open-Processing)" section shows a "Declared amount (\$):" of 40.01, a "Current amount (\$):" of 40.01, and a "Balancing difference (\$):" of 0.00. A "Save" button is present.

A confirmation dialog box is displayed in the center, asking: "Are you sure you want to complete this deposit with account group 326 Douglas Avenue, Acworth, GA and account *****8923 - Payroll ?". It has "OK" and "Cancel" buttons.

Below the dialog, a table lists deposit items:

Routing Transit	Item	Amount	Count	Check Number	Check Type
3	Personal Check	10.00	2	1234567890	061000104
1	Personal Check	10.00	3	1234567890	061000104

At the bottom, there are buttons for "Complete" (green), "Add Items", and "Return to Deposit List". The version number 3.3.1.0629.F (8962) is displayed in the bottom right corner.

► To complete a deposit:

1. Ensure the **Complete** button is visible and green on the Deposit Item List page.
2. Click the **Complete** button.
A confirmation dialog displays.
3. Click the **OK** button.

Supervisor Tasks

By default, the following permissions are typically assigned to a supervisor role:

- Access Deposits
- Access Research
- Assign Deposits
- Create Customer Report for All Users
- Approve / Transmit Deposits created by Operators

Supervisors can perform a variety of deposit processing activities, including:

- Reviewing deposits and deposit details
- Assigning deposits to operators
- Transmitting completed deposits
- Researching items
- Approve / Transmit Deposits created by Operators

About Deposit States

Deposit states are used to identify where a deposit is within the Online Check Deposit application processing workflow. An Open Balanced state indicates that a deposit is ready for transmission to the SunTrust for processing. Research items and report queries can be filtered on the deposit state. Possible deposit states:

State	Description
Open-Processing	The initial deposit state When: <ul style="list-style-type: none">• You click Start Capture button• While deposit items are scanned• After a user recovers from an Open- Jammed state• When a user clicks the Add Items button to add additional items to an Open-Incomplete or Open-Complete deposit Until you click to End Capture or Complete button.
Open-Jammed	An exception state When the scanner jams Until the jam is removed
Open-Incomplete	Deposit is in process When: <ul style="list-style-type: none">• Clicking the End Capture or Complete button for a deposit that is out of balance or has not met all deposit requirements• Clicking Re-Open button for a deposit to perform additional processing activities. Until a user clicks the End Capture or Complete button after the deposit has been completed and all deposit completion conditions have been met.
Open-Balanced	Deposit is complete and ready to be transmitted When <ul style="list-style-type: none">• Clicks the End Capture or Complete button and all deposit completion conditions have been met. Until the deposit is transmitted
Transmitting	Deposit is being sent to SunTrust When a user clicks Transmit

	Until it is retrieved by SunTrust
Queue Complete	Deposit retrieved by SunTrust When retrieved by SunTrust Until retrieved by another bank system.
Received	Successfully transmitted from the receiving bank application to another bank system
Receive Failed	Unsuccessfully transmitted from the receiving bank application to another bank system

► To review the deposit information for a selected deposit

From any page

1. Click the **Deposits** tab.
The Location Select page displays.
 2. Select the location that created the deposit you wish to view
The Deposit List page displays by default the status of each deposit for the selected location for the last seven working days, but you can change this from the **List of Deposits** pull-down menu.
 3. To view details for a deposit, click the View icon for the deposit.
The Deposit Details page displays detailed summary, creation, and receipt information about the selected deposit.
- To view the summary information and list of deposit items for a selected deposit, click the Edit icon for the deposit you wish to view.

Click the **Return to Deposit List** button to return to the Deposit List page.

► To access the error filter

1. Click the Set Filter icon to the right of the Errors heading.
The Show Errors controls display.
- Once you set a filter, a new "Clear Filter" icon appears to the right of the Errors heading. Click this icon to remove the filter and view all items.

Reviewing Deposit Items

► To review a specific deposit item:

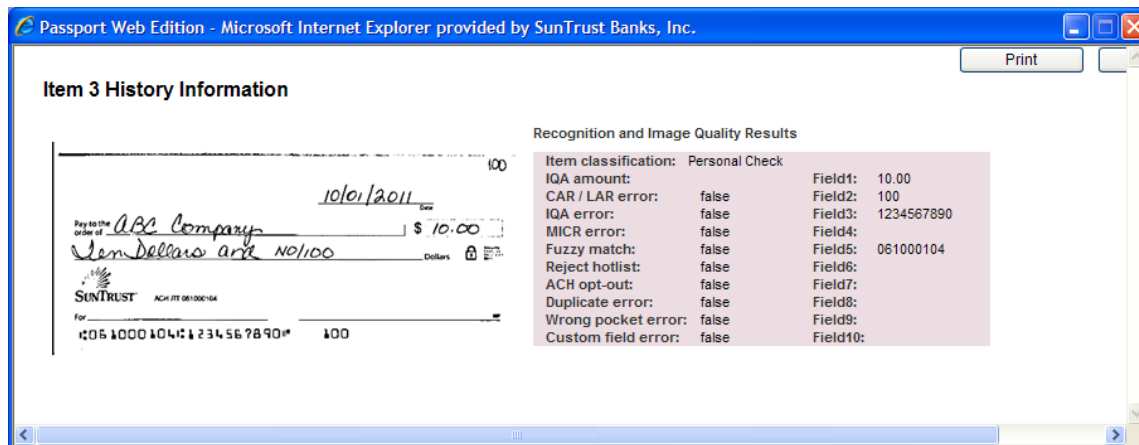
From any page

1. Click the **Deposits** tab.
The Location Select page displays.
2. Select the location that created the deposit containing the item you wish to view.
The Deposit List page displays.
3. Click the Edit icon for the deposit containing the item you wish to view.
The Deposit Item List page displays, showing you summary information about the selected deposit and a list of all items within the deposit.
4. Click the Edit icon for the item you wish to view.
The item image displays in a window.

Reviewing a Deposit Item's History

If you have been assigned the required permission to view deposit item history information, you will see a View Item History icon on the Deposit Item List page and a View History button on the Edit Item pop-up. Clicking the icon or button displays an Item History Information pop-up, allowing you to view a summary of the recognition processing performed on the item and, if

configured for your system, a list of actions performed on the item by users during processing.



► To review a specific deposit item's processing history:

From any page

1. Click the **Deposits** tab.
The Location Select page displays.
2. Select the location that created the deposit containing the item you wish to review.
The Deposit List page displays.
3. Click the Edit icon for the deposit containing the item you wish to view.
The Deposit Item List page displays, providing summary information about the selected deposit and a list of all items within the deposit.
4. Click the View Item History icon for the deposit item for which you wish to view history information.

The Item History Information pop-up displays, providing a summary of the recognition processing performed on the item (including the classification assigned to the item, the recognized item amount, image quality test results, any flagged errors, and the current codeline field values). The summary information is updated if any user action results in a change to one of the displayed values.

If your application has been configured to include user action history, you will also see a list of actions performed on the item by users during processing (including any user overrides, confirmation or changes to the item amount, changes to other field data, and any item reclassifications).

5. Click the **Close** button.

Assigning a Deposit

If a deposit has been started by a user but not completed, supervisors can assign the deposit to another user for completion. In addition to assigning deposits in an Open-Balanced state, you can also assign deposits in an Open-Processing or Open-Jammed deposit to another user under the following conditions:

- You do not have permission to change the deposit state (specifically, you do not have either of the Create Deposit Only or Create/Read/Update/Delete Deposits permissions). If you have one of these permissions, you must continue processing the deposit to an Open-Incomplete or Open-Balanced state either by correcting a jam or by capturing all deposit items before assigning it to another user.

- The user to whom you are assigning the deposit does not already have ownership of a deposit in an Open-Processing or Open-Jammed state.
Note: If you attempt to assign a deposit under this condition, you will see a message informing you that you cannot make the assignment.
- The user to whom you are assigning the deposit has permission to change the deposit state (specifically, the user has the Create Deposit Only or Create/Read/Update/Delete Deposits permission).

► To assign a specific deposit to another user:

From any page

1. Click the **Deposits** tab.
The Location Select page displays.
2. Select the location containing the deposit you wish to re-assign.
The Deposit List page displays.
3. Click the Edit icon for the deposit you wish to re-assign.
The Deposit Item List page displays, showing you summary information about the selected deposit and a list of all items within the deposit.
4. Click the **Assign Deposit** button.
The Assign Deposit page displays.
5. Select the user to whom you will be assigning the deposit from the **Assign New User** dropdown menu.
6. Click the **Save** button to save your changes.
A dialog displays confirming that you want to assign the deposit.
7. Click the **OK** button.
A message confirms that the deposit has been reassigned.

If your system has been configured to allow for deposit disapproval, and you have the appropriate transmit permission, you can select an Open-Balanced deposit from the Deposit List page and disapprove it. Doing so changes the state of the selected deposit from Open-Balanced to Open-Disapproved.

Note: Only Open-Balanced deposits can be disapproved.

► Disapproving a Deposit

From any page

1. Click the **Deposits** tab.
The Location Select page displays.
2. Select the location containing the deposit you wish to disapprove.
The Deposit List page displays. Disapproved deposits appear in the deposit list with an Open-Disapproved state. If you have permission to disapprove deposits, you will also see a **Disapprove** button at the bottom of the page.
3. Click the **Select** box beside the deposit that you want to disapprove.
Note: You can only disapprove Open-Balanced deposits.

Click the **Disapprove** button.

The deposit state will change from Open-Balanced to Open-Disapproved, indicating that the deposit needs to be re-opened for additional processing (and then completed and returned to an Open-Balanced state) before being considered again for transmission.

Transmitting a Deposit

If a user completes a deposit but does not have the appropriate permission to transmit the deposit to SunTrust for further processing, another user with the permission must transmit the completed deposit. Additionally, if your system is configured to include the **Approved item amount** limit, a deposit containing a single item greater than the configured approved item amount value cannot be

transmitted by the user who created the deposit. Instead, the deposit must be transmitted by another user with transmit permissions.

Note: Deposits that have yet to be transmitted have an **Open** status (specifically, Open- Balanced or Open-Incomplete) and only Open-Balanced deposits can be transmitted.

► To transmit a deposit

From any page

1. Click the **Deposits** tab.
The Location Select page displays.
 2. Select the location containing the deposit you wish to transmit.
The Deposit List page displays.
 3. Click the **Select** box beside the deposit that you want to transmit.
Note: You can only transmit Open-Balanced deposits. Additionally, if deposit limits have been configured for your system (for example, daily, weekly, and monthly limits on the number of deposits you can make) and you attempt to transmit a deposit after reaching your configured limits, you will see a message indicating that you have reached your deposit limit (for example, "You have reached your maximum number of deposits (4) for the period 08/01/11 12:00 AM to 09/01/11 11:59 AM."), and be unable to transmit the deposit. You must either wait until your configured limits allow for a new transmission (for example, by waiting until the next processing day) or have another user that has not yet reached their own limits transmit your deposit.
 4. Click the **Transmit** button.
A confirmation dialog displays.
 5. Click the **OK** button.
A message confirms that the deposit has been transmitted to SunTrust.
- Once SunTrust successfully receives the deposit, the status of the deposit changes to Received.

Adjusting a Deposit Amount

If your application is configured to allow deposit amount adjustments and you have been assigned the required permission, you will see a change deposit amount icon for deposit items associated with transmitted deposits on the Item Research page. Clicking the icon displays a Change Deposit Amount pop-up, allowing you to adjust the deposit amount stored in the Online Check Deposit database for the associated deposit by entering a new amount total.

► To adjust a deposit amount:

From any page

1. Click the **Research** tab.
The Item Research – Query page displays.
2. Use the research filters to locate an item in the deposit you wish to adjust.
The deposit items matching your search query display.
3. Click the change deposit amount icon beside one of the items in the deposit you wish to adjust.
The Change Deposit Amount pop-up displays.
4. Enter an adjusted amount for the deposit in the New amount field, and then click the Save button to save your adjustment and return to the Item Research – Query page.

Generating Reports

The Online Check Deposit application includes a reporting feature that allows you to create a variety of reports about deposit processing activities. The reports contain different types of information depending on the selections you make when you create the report and can be created in a number of different output formats. Report data comes from the Online Check Deposit database. This data is available for a specific length of time set by system parameters; older data is purged and is not available for reporting.

In order to access the reporting capability of the Online Check Deposit application, you need the proper permissions. If you have the required permission to access the reporting feature, you will see a Reports tab within the application. For an overview and sample of the standard reports, please see the appendix.

In addition to the reports available from the Reports tab, you can also access and print online reports. Online reports can be created for your current deposits and items within a selected deposit.

SUNTRUST | Online Check Deposit

Help Hide Tips Logoff

Logged in as John Marks
User Role: Customer Admin, Customer Supervisor, Customer Operator, Reviewer, Operator

Home Administration Deposits **Reports** Research

Reporting

Report*: Provides a summary report for deposits for a selected day.

Type*:

Deposit date*:

Capture source*:

Sample:

Tasks	Description	Execution Date	Elapsed Time	State
<div>< Previous Next ></div> <div>5 10 20 50</div>				

Showing: 0 of 0

version: 3.3.1.0629.F (9065)

► To access the Reports page

From any page

1. Click the **Reports** tab.
The Reporting page displays.

► To create a report:

From any page

1. Click the **Reports** tab.
The Reporting page displays.

2. Select the report from the Report drop-down list.
The available filters will update.
Note: The Sample thumbnail report image shows an example of what the report typically contains.
 3. Select the report file format.
Available formats are: csv, docx, xml, pdf, rtf, xls
 4. Select any desired filters.
Note: Many of the filters will require additional input or selections. For example, after choosing the Location filter, a new drop-down menu appears, allowing you to select a specific processing location from that menu.
Limit the inclusion of images to smaller reports as they add to the system load and increase the report page count significantly.
 5. Click the Create Report button.
The report will appear in the Report Instances list at the bottom of the Reporting page.
- A report may be saved (Save button) or deleted (Delete button).

Viewing Report Creation Settings

For any report displayed in the Report Instances list of the Reporting page, you can view the settings selected when the report was created.

► To view the settings used to generate a report:

From any page

1. Click the **Reports** tab.
The Reporting page displays.
2. Click the Report Parameters icon corresponding to the report for which you wish to view the report creation settings.
The Report Parameters pop-up displays.
3. When you have finished reviewing the report parameters, click the Close button to return to the Reporting page.

Creating Online Reports

The Online Check Deposit application also allows you to view and create online reports. This type of report allows you to view both complete and incomplete deposits as well as the details of a particular deposit in HTML format. The online report contains different information than the reports you create using the controls under the **Reports** tab.

► To create a Deposit Summary report:

From any page

1. Click the **Deposits** tab.
The Location Select page displays.
2. Select the location that created the deposits you wish to view.
The Deposit List page displays.
3. Click the Report View button.
The Deposit Summary Report displays summary information for the listed deposits.
4. If you want to print the report, click the Print button.
5. Click the Close button when you have finished viewing the report to return to the Deposit List page.

► To create a Deposit Details report:

From any page

1. Click the **Deposits** tab.
The Location Select page displays.
 2. Select the location that created the deposit you wish to view.
The Deposit List page displays.
 3. Click the Edit icon for the deposit you wish to report on.
The Deposit Item List page displays.
 4. Click the Report View button.
The Deposit Items Detail Report displays summary information and detailed item information for the selected deposit.
- Click the Close button when you have finished viewing the report.

The Online Check Deposit applications includes an item research feature that lets you create and submit an item research query using a series of search filters to find deposit items stored in the Online Check Deposit database.

In order to access the item research capability of the Online Check Deposit application, your role must include the proper permission. Report examples are located in Appendix: A.

Researching an Item

The Item Research page presents multiple search filter options. While some of the criteria, like dates, have a very wide range, you must remember that you can only find items that are currently stored in the Online Check Deposit database. Items and their images remain in the Online Check Deposit database for 90 rolling calendar days.

► To research an item:

From any page

1. Click the **Research** tab.
The Item Research – Query page displays.
2. Select your search criteria filters from the drop-down menus. A maximum of five filters may be used. Many of the filters, once selected, require additional input or selections.
3. Click the Search button.
Note: By default query results are limited to 100 items.
4. Review your research results or refine your search query further, noting the following:
 - To refine your search query further, select additional (or different) search criteria and values, then click the Search button again.
 - To see the front image for a specific item, click the item in the results list.
 - To see the deposit associated with a specific item, click the view icon.
 - To save the results of your query, click the Select All button or select specific items from the results, then click the Add to Stored Results button. See *Storing Your Research Results* (for more information).
 - To generate a report on your research results, select the report type you wish to create and whether you want to include images in the generated report (only docx, rtf and pdf reports can include images), then click the Create Report button. See *Creating an Item Research Report* for more information.
 - To delete the current research results, click the Clear List button.

Search results. You can store all results or select specific items from your results to store. Once stored, you can construct and submit additional queries and continue adding additional items to your stored results. By selecting

specific items from query results and adding them to a stored results list, you can build a list of items from multiple queries and report on those stored items.

Note: All stored research results are deleted at logout or time-out.

► To store research results:

1. Complete your item research query.
 2. Select the items you want to store from your current query results:
 - Click the Select All button for all items
 - OR
 - Click the check box for the items that you want to display.
 3. Click the Add to Stored Results button.
The selected items are added to you stored results.
 4. To access your stored results, click the Go to Stored Results link.
The Item Research – Stored Results page displays.
 5. Review your stored results, noting the following:
To create a report containing all your stored results, select the report type you wish to create and whether you want to include images in the generated report, then click the Create Report button.
 6. To return to the Item Research – Query page, click the Go to Query link.
- Continue constructing and submitting additional queries and adding more items to your stored results to suit your research needs.

Creating an Item Research Report

Once you have completed an item research query, you can create a formatted report of your research results from either the Item Research – Query page or, if you stored research results, from the Item Research – Stored Results page.

Note: Generated reports contain item information for ALL items in the query results or stored results lists. Selecting specific items from either list before creating the report does not change the report contents.

► To create a report based on your item research results:

1. Complete your item research query (or access your stored results).
2. Select a **Report Type** in the drop-down menu. Options are: csv, pdf, rtf, and xls.
3. If you want to include images in the report, select the image type from the **Images** dropdown menu.
Note: Limit the inclusion of images to smaller reports as they add to the system load and increase the report page count significantly.
4. Click the **Create Report** button.
5. Click the **Save** button.

Open the saved report. The report contains item details for each item in your research query or stored results list and, if specified for inclusion in the report, the front and back images of each item.

Troubleshooting

Responding to Scanner Time-outs

If a scanner time-out occurs, the deposit state will remain in an Open-Processing state. Simply resume capturing deposit items after the time-out.

Responding to Serious Scanner Errors


If your system has been configured to disable a check scanner when a serious error occurs, you will see a new error message. You will not be able to continue using the scanner until you contact your help desk for assistance and provide the listed scanner information.

You may now see a new page when a serious error occurs. If the page appears, follow the instructions to either attempt to continue processing or, if the problem persists, contact the indicated support person for additional assistance.

Appendix A: Reports

Deposit Summary – Sample Report

The Deposit Summary Report provides a summary of deposits by the processing date and allows you to filter information using from date, to date, account number(s) and export formats.

	Report run on:	10/05/2012 02:38 PM EDT	Report run by:	John Marks
	Selected Start Date:	10/05/2012 12:00 AM EDT	Selected End Date:	10/05/2012 11:59 PM EDT
	Location:	All	Deposits Created by:	All
	Account Number:	All	Deposit Status:	All


Summary of Deposits by Account - Pizza House - Commercial							
Account Name/Number:		Operating/0000123456789			Number of Deposits:		1
					Total of Deposits Submitted:		10,520.93
					Total Number of Items:		2
Deposit	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date
0000011	2	10,520.93	10,520.93	0.00	mitchell	326 Douglas Avenue	10/05/2012 11:16 AM
Account Name/Number:		Payroll/0000245678923			Number of Deposits:		1
					Total of Deposits Submitted:		70.03
					Total Number of Items:		4
Deposit	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date
0000013	4	70.03	70.03	0.00	mitchell	326 Douglas Avenue	10/05/2012 02:15 PM

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Deposit Details by Deposit Number – Sample Report

The Deposit Details by Deposit Number Report provides detailed information about the simple deposit processing activities for a selected deposit number or consecutive range of deposit numbers for a selected customer's accounts (or for all customers' accounts). For each account, the report summarizes the total number of deposits submitted to the account, the total dollar value of the submitted deposits, and the total number of items deposited. For each deposit, the report provides detailed information about each item within the deposit.



Report run on: 10/04/2012 12:52 PM EDT
 Selected start deposit number: 1
 Account Number: All

Report run by: Mike Marino
 Selected end deposit number: 10

Details of Deposits by Deposit Number - Pizza House - Commercial

Account Name/Number: Payroll/0000245678923

Number of Deposits: 1
 Total of Deposits Submitted: 29,646.20
 Total Number of Items: 5


Deposit	Item Count	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date
0000003	5	29,646.20	29,646.20	0.00	mittell	326 Douglas Avenue	10/04/2012 10:29 AM
Item Number	R/T	Account Number	Check Number	Post Amount	Credit Amount	Adjustment	
0000001	061119451	1000012345678	6725	3,223.28	3,223.28	0.00	
0000002	061119451	1000012345678	8766	4,334.38	4,334.38	0.00	
0000003	061119451	1000012345678	3229	5,502.00	5,502.00	0.00	
0000004	061119451	1000012345678	6299	8,400.98	8,400.98	0.00	
0000005	061119451	1000012345678	7655	8,185.56	8,185.56	0.00	

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Summary of Remittances by Account – Sample Report

The Summary of Remittances by Account provides detailed information about the remittance deposit processing activities for a selected deposit number or consecutive range of deposit numbers for a selected customer's accounts (or for all customers' accounts). For each account, the report summarizes the total number of deposits submitted to the account, the total value of the deposits, and the total number of checks and payment coupons deposited. For each deposit, the report provides detailed information about each item within the deposit.

	Report run on: Selected Start Date:	10/09/2012 01:00 PM EDT 01/09/2012 12:00 AM EST	Report run by: Selected End Date:	Mitchell Donald 10/09/2012 11:59 PM EDT				
Summary of Remittances by Account - No Data To Report - Commercial								
Account Name/Number:		Number of Deposits:	0					
		Total of Deposits Submitted:	0.00					
		Total Number of Checks:	0					
		Total Number of Payment Coupons:	0					
Deposit Number	Checks	Payment Coupons	Post Amount	Credit Amount	Adjustment	Depositor	Location	Deposit Date
	null	null	null	null	null			
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Exception Item Export – Sample Report

The Exception Item Export Report lists all deposit items processed during the selected processing period that were flagged with an error during Rules application processing (specifically, all deposit items with a non-0 value in the recostatecode column of the pcwitem table of the Capture database), including CAR/LAR, MICR, Image Quality Assessment, and duplicate detection processing errors.

Report Start Date/Tin	Report End Date/T	Bank Name	Customer I	Location N	Deposit Tr	Receipt Rel	Deposit Ac
10/04/2012 12:00 AM	10/04/2012 11:59 PM EDT	Pizza House	326	Douglas	3.20E+12		2.46E+08

Item Create	Submit Date	Create User	User Login	User Name	Item ID	Item Type	Amount	PC
10/04/2012	10/04/2012	GA123456	mittchell	Mitchell Jo	5.00E+11	Business Cl	8400.98	

Export File Type	Report Date	Report Requestor	Report Request User ID	Requested Segment
Exception Item Export	10/04/2012 12:57 PM	Mike Marino	michaelg	Commercial

Detailed Item Export – Sample Report

The Detailed Item Export provides detailed information about all items processed by a selected customer's locations over a specified processing period.

Report Date	Report Req	Report Req	Report Status	Report End	Location No	Location C	Deposit Ac	Deposit Ac
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Operating	1.23E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Operating	1.23E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Operating	1.23E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	326	Dougla	12 Payroll	2.46E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	982	Anders	14 Operating	1.23E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	982	Anders	14 Operating	1.23E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	982	Anders	14 Operating	1.23E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	982	Anders	14 Operating	1.23E+08
10/09/2011	John Mark	GA123456	10/04/2011	10/05/2011	982	Anders	14 Operating	1.23E+08